



The Goal

General Services' Document Solutions team has a mail sorter which currently sorts an average of 70,000 letters per day and can sort upward of 120,000 during the peak season.

The high-volume routed through the area around the mail sorter caused it to get congested with several pallets of supplies and mail cages to meet the demand.

The Approach



Sort (Seiri)

The team identified what supplies are necessary to complete one day's workload. The rest of the supplies were sorted for the next step.



Set in Order (Seiton)

The Document Solutions team put the needed cages and pallets into an order to increase efficiency. The team then moved the excess supplies to the dock for storage and easy access for the next day's materials.



Shine (Seiso)

The shine around the mail sorter returned approximately 400 square feet of production floor space. Additionally, the area is easier to work in and around. The project helped to increase efficiency, safety and appearance of the area.



Standardize (Seiketsu)

Document Solutions' efforts in the mail department will help in the streamlining of the print department and set a standard for the work areas as they continue the process across the entire facility.



Sustain (Shitsuke)

An area on the dock was allocated to the additional cages. That area includes a rack for additional supplies and is labeled to easily maintain. Each day's supplies will be pre-set to ensure a clutter-free workspace around the mail sorter.



Before



After



During



After

Performance Measures

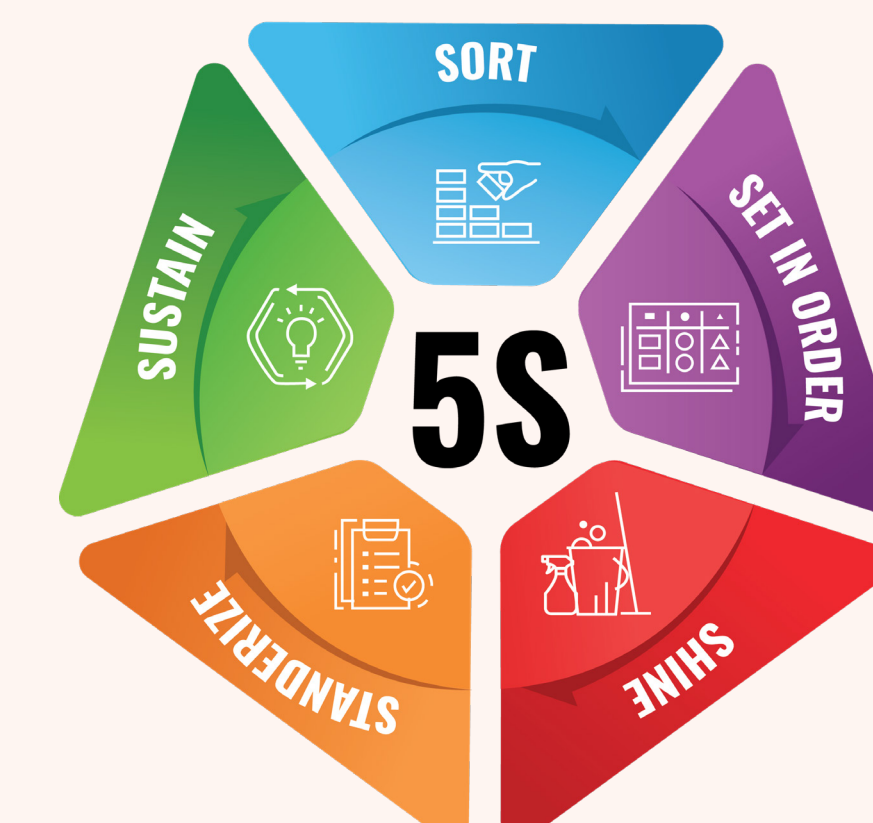
Streamline

Save time, create space, and continue to build on a strong foundation of streamlining workspaces.



Improve

Improve processes and increase work space safety for all team members.



Team Photo



Erin Coles, Lance Clingman, Micah McCarty, Leighann Fouts, George Byrd, Robby Kreisler, Shannon Luebbert, and Bradley Malone.